

**DEPARTMENT OF TECHNOLOGY SERVICES**  
**Statewide Telecommunications and Network Division**

**SPECIAL ATR BULLETIN 2005-12**

**TELEPHONE FRAUD ALERT**  
**December 1, 2005**

The Agency Telecommunications Representative (ATR) should share this information with all Staff and Management within your agency.

This bulletin alerts agencies to recent incidents of telephone fraud and provides guidelines to minimize excessive charges to state and local government. Fraudulent calls can result in unauthorized collect call and long distance fees being charged to agencies. The cost for transferred calls is borne by the agency making the transfer.

Examples of recent reported fraudulent calls:

- Inmates at a local correctional facility are using an automated calling service to place collect calls in Spanish. Recipients of these calls are eventually prompted to "press 3 for English" which results in the acceptance of the collect call. Once the collect call has been accepted, the caller attempts to convince the call recipient, through various methods, to transfer the call to an outside line.
- Callers may identify themselves as the "CALNET Troubleshooting Desk", request information regarding Centrex dialing patterns, and then ask you to punch in a series of numbers or ask to be transferred to an outside line.

Once a caller is transferred, they are able to charge additional calls to your line even after you hang up.

Neither DTS, nor any other legitimate service provider (i.e. SBC/MCI) would make these types of calls. If you should receive a suspicious telephone call, do not follow automated instructions or comply with caller requests. DTS recommends that all employees:

- Use caution when accepting collect calls.
- Ask for verification of caller's identity and purpose. Hang up if you are unsure of the source of the call.
- **Never** transfer callers to an outside line or operator.
- Report incidents to your ATR. The ATR should track the information to see if there is a pattern of these calls to your agency, and report this information to management to determine the appropriate action to take.

If you have questions regarding this bulletin, or otherwise need telecommunications assistance, please call (916) 657-9974, and ask to speak to a Customer Consultant.



SANDRA BIERER, Deputy Director  
Statewide Telecommunications and Network Division